

REPLACEMENT SHEET

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO HUMAN OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY AND OPERATOR LOAD
 Inventor(s): Eric J. Horvitz, et al.
 Serial No.: 10/610,486
 Docket No.: MS30330.01/MSFT471US

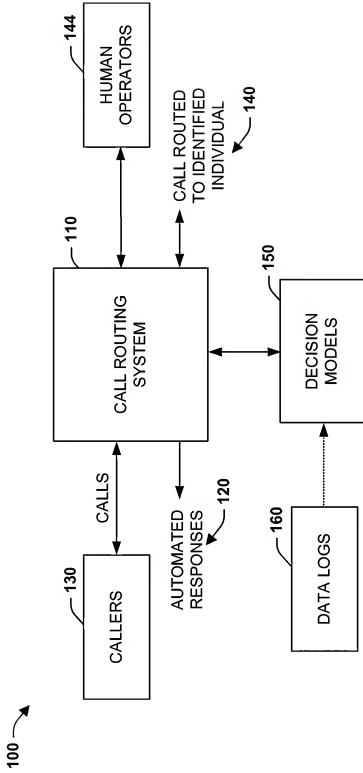


FIG. 1

REPLACEMENT SHEET

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO HUMAN
OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY AND OPERATOR LOAD

Inventor(s):
Serial No.:
Docket No.:

Eric J. Horvitz, et al.
10/610,486
MS303530.01/MSFTP471US

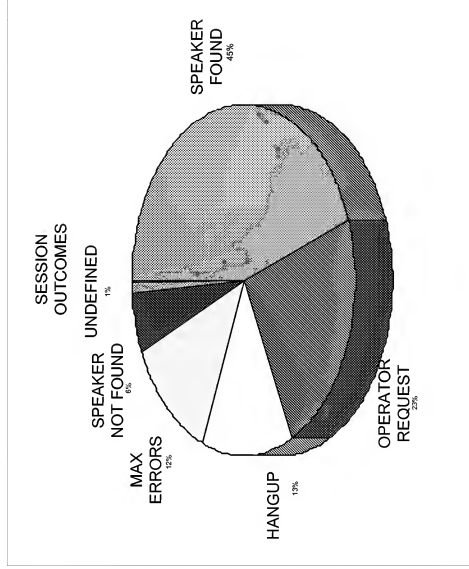


FIG. 2

REPLACEMENT SHEET

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO HUMAN OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY AND OPERATOR LOAD
Inventor(s): Eric J. Horvitz, et al.
Serial No.: 16/610,486
Docket No.: MS905330.01/MS/TP471US

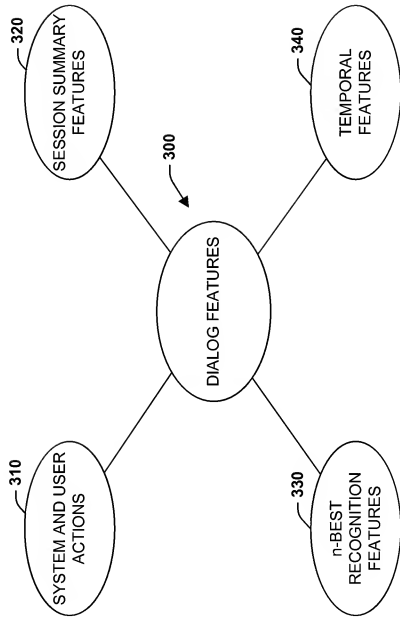


FIG. 3

REPLACEMENT SHEET

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO HUMAN
 OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY AND OPERATOR LOAD
 Inventor(s): Eric J. Horvitz, et al.
 Serial No.: 10/610,486
 Docket No.: MS303530.01/MSFTPT47US

Maximum depth of prompts in VoiceDialer DS: 14

Display Probability Tree ☒ Display prompt text ☒ Display probability

```

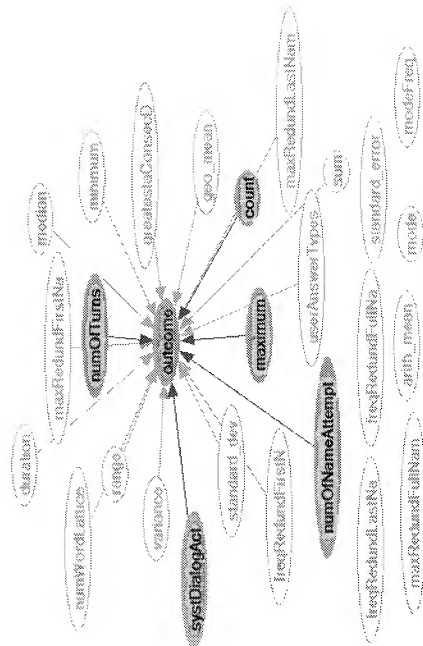
[<SearchID>: Repeat/Sp: 0:n:2]
[Confirm target/Sp: 1.566841213195599E-19:n:2]
[<SearchID>: Repeat/Sp: 0:n:1]
[Confirm target/Sp: 3.680395714561621E-20:n:1]
[<SearchID>: Repeat/Sp: 0:n:2]
[Confirm from 2/Sp: 0:n:1]
[<SearchID>: Repeat/Sp: 0:n:1]
[Confirm target/Sp: 7.54149604310198E-10:n:3]
[Confirm target/Sp: 4.87492521883188E-19:n:3]
[<SearchID>: Repeat/Sp: 0:n:1]
[Confirm from 2/Sp: 1.5113845714459E-05:n:5]
Please repeat the first name
[<SearchID>: Repeat/Sp: 0:n:1]
[<SearchID>: Repeat/Sp: 0:n:1]
[<SearchID>: Repeat/Sp: 0:n:1]
[Confirm target/Sp: 2.45339304081939E-05:n:77]
[<SearchID>: Repeat/Sp: 1.61121438100039E-09:n:11]
[<SearchID>: Repeat/Sp: 0:n:1]
[Confirm target/Sp: 1.437462757504E-19:n:6]
[Confirm target/Sp: 2.1096167219861E-36:n:4]
[Confirm target/Sp: 1.00 Many same Name Usage/Sp: 5.32260427222275E-72]
[Confirm target/Sp: 2.453313857021E-13:n:5]
[Confirm target/Sp: 4.6598163625719E-37:n:3]
[Confirm target/Sp: 0:n:1]
[<SearchID>: Repeat/Sp: 0:n:1]
[Confirm target/Sp: 1.0862136305563E-10:n:6]
[Confirm target/Sp: 0:n:1]
[<SearchID>: Repeat/Sp: 0:n:2]
  
```

Number of tree nodes generated: 5504

400

FIG. 4

FIG. 5



Title:
Inventor(s):
Serial No.:
Docket No.:

IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO HUMAN OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY AND OPERATOR LOAD

Eric J. Horvitz, et al.
10/610,486
MS303530.01/MSFTPT471US

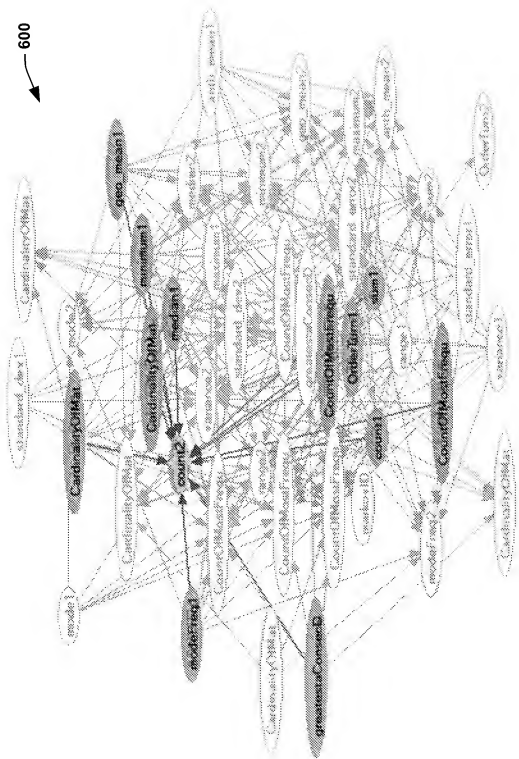


FIG. 6

REPLACEMENT SHEET

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO HUMAN OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY AND OPERATOR LOAD
 Inventor(s): Eric J. Horvitz, et al.
 Serial No.: 10/610,486
 Docket No.: MS303530.01/MSF TP471US

700

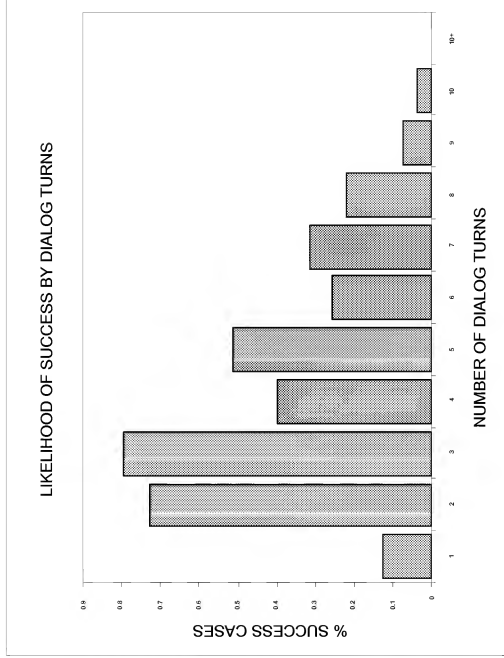


FIG. 7

REPLACEMENT SHEET

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO HUMAN OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY AND OPERATOR LOAD
Inventor(s): Eric J. Horvitz, et al.
Serial No.: 10/610,486
Docket No.: MS303530.01/MSFTP471US

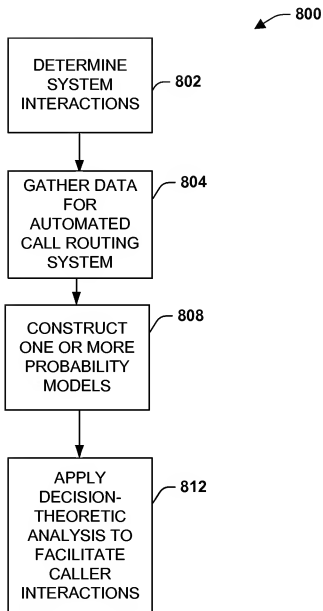


FIG. 8

REPLACEMENT SHEET

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO HUMAN OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY AND OPERATOR LOAD

Inventor(s): Eric J. Horvitz, et al.

Serial No.: 10/610,486

Docket No.: MS303530.01/MSFTP471US

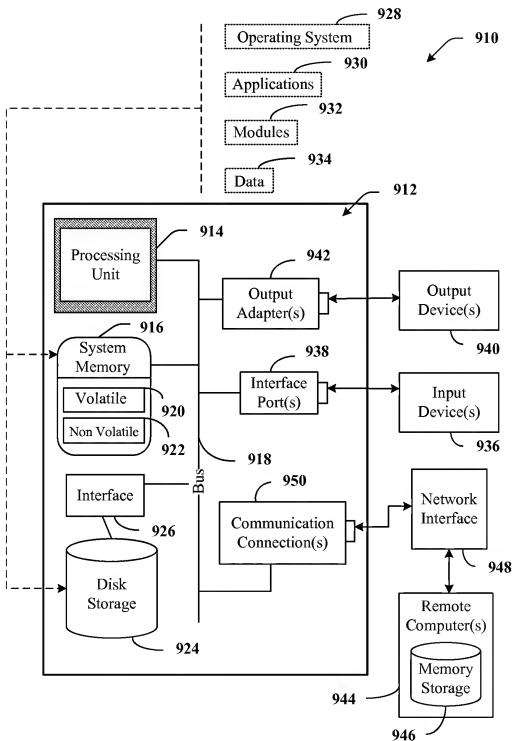


FIG. 9

REPLACEMENT SHEET

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO HUMAN OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY AND OPERATOR LOAD
 Inventor(s): Eric J. Horvitz, et al.
 Serial No.: 10/610,486
 Docket No.: MS303530.01/MSFTP471US

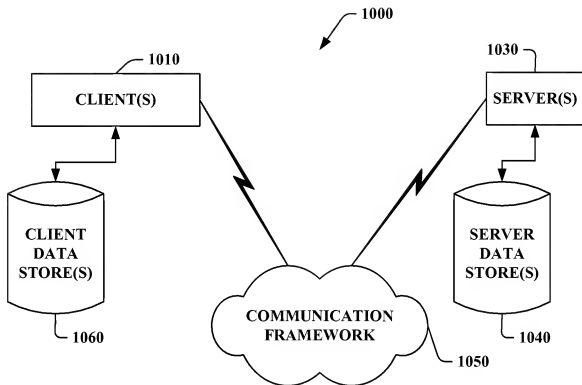


FIG. 10